

# Eastern Municipal Water District Level Payment Program

The Level Payment Program (LPP) enables customers to pay their Eastern Municipal Water District bills in equal monthly payments. The customer's anticipated bills for the next year are apportioned equally over eleven (11) monthly payments, providing one set amount to be paid each month regardless of the actual charges incurred during that month.

The twelfth month of the LPP cycle is a settlement month. No normal Level Payment is due during that month. At that time, the difference between the LPP amounts paid and the actual bill amounts is resolved by applying a credit to the customer's account or billing the customer the amount of the difference for the year. The LPP cycle then starts again in the following month.

1. The Level Payment Program is available to any customer who:
  - A. is billed for water and /or sewer directly by EMWD; and
  - B. has no outstanding arrears due on his/her account when the first bill is issued and;
  - C. has a record of at least six (6) months water usage within the past year.
2. Customers with a poor credit history as defined in the District's Rules and Regulations Governing the Provisions of Water and Sewer System Facilities and Service may be required to pay a security deposit prior to enrolling the LPP.
3. LPP payments must be received and posted by the District before the next LPP bill is issued.
4. Customers may enroll in the LPP during any month by meeting all requirements and submitting a signed agreement to the District's Billing Department.
5. Customers may voluntarily withdraw from the LPP at any time.
6. If a payment for a prior LPP billing has not been received and posted by the District before the next LPP billing is issued, the customer will be removed from the LPP.
7. If a customer's check is returned by the bank unpaid, the customer will be removed from the LPP.
8. If the requirements are met, customers may re-enroll into the LPP once during a calendar year, whether withdrawal from the LPP was voluntary or involuntary.
9. Customers that have withdrawn twice from the LPP in one (1) year may not re-enroll until one (1) year from their last withdrawal date.
10. Customers will be automatically re-enrolled in the LPP after the settlement month unless they contact the District requesting withdrawal from the program.
11. The District reserved the right to modify the LPP amount as necessary. Examples of activity that may require the amount be changed include, but are not limited to rate increases, substantial changes in water usage habits, or new charges added to the account.

***Please Call 1-800-426-3693 with questions regarding this program***

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Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_

I have read or had explained to me and understand the rules and requirements to participate in Eastern Municipal Water District's Level Payment Program. I want to participate in the program and will comply with the rules and requirements.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_